



AI Is Reshaping Workforce Capabilities in Banking: YXT Builds Intelligent Organizations

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Recently, a leading rural commercial bank in Southern China adopted YXT.com Group Holding Limited's (NASDAQ: YXT) AI-Augmented Blended Learning (AABL) model to redesign its new employee development approach. By integrating AI into learning, simulation-based practice, and workplace application, the program improved development efficiency and shortened the average onboarding training cycle for new employees by approximately 15%.

For financial institutions, many critical job capabilities are built through years of business experience, including customer communication, risk assessment, service execution, and cross-functional collaboration. Traditionally, these capabilities have largely depended on individual experience and offline knowledge transfer, making them difficult to replicate at scale.

As an enterprise intelligent productivity solutions provider, YXT focuses on building intelligent knowledge systems and enhancing role-based capabilities through AI-driven solutions. The Company transforms fragmented knowledge, business experience, and best practices into reusable organizational assets.

This banking project represents a practical application of YXT's AI capabilities in the financial sector. By redesigning how employees develop job capabilities, AI is helping organizations move beyond traditional knowledge delivery toward more structured capability development and job readiness.

Building Capabilities Beyond Knowledge Delivery

Traditional employee development programs often focus on whether employees have acquired the required knowledge. However, for banking roles, the more important question is whether employees can effectively handle real-world business scenarios. Capabilities such as customer communication, collaboration, and problem-solving require continuous practice, feedback, and refinement.

To address this challenge, YXT applied its AI-Augmented Blended Learning (AABL) model, integrating knowledge learning, AI-powered simulation, and workplace practice into a unified capability development framework.

During the learning stage, employees use YXT's intelligent talent development platform to acquire role-specific knowledge and build foundational business understanding. During the AI simulation stage, employees practice within realistic business scenarios through interactions with AI-powered roles. During the practical application stage, employees further validate and strengthen their capabilities through real workplace tasks.

This approach allows capabilities that traditionally took significant time to develop after employees entered their roles to be practiced, assessed, and optimized earlier, making capability development more structured and measurable.

AI Enables Scalable Capability Development and Supports Intelligent Organizations

For financial institutions, capabilities such as customer service, communication, and problem-solving are developed through repeated practice. Traditional approaches often rely on employees learning through real-world experience, which can be time-consuming and difficult to scale across large organizations.

With AI-powered simulations, employees can repeatedly practice different business scenarios in a low-risk environment and receive immediate feedback. The system analyzes performance across dimensions such as communication effectiveness, response strategies, and problem-solving approaches, helping employees continuously improve their performance.

At the same time, AI-powered coaching evaluates practical assignments based on role requirements, turning each workplace exercise into an opportunity for capability improvement.

The value of AI goes beyond improving learning efficiency. It allows capabilities that were previously dependent on individual experience to become scalable, measurable, and continuously optimized organizational capabilities.

According to project results, the bank reduced its new employee training cycle by approximately 15%, while achieving an overall satisfaction score of 9.67 out of 10. Throughout the process, employee practice outcomes, capability feedback, and role-based experience were continuously captured and transformed into organizational knowledge assets.

These knowledge assets not only support employee development, but also provide a foundation for future AI agent applications, workflow optimization, and business intelligence initiatives.

In the AI Era, Organizational Capability Becomes a New Competitive Advantage

As AI becomes increasingly integrated into enterprise operations, the key to unlocking its value is not simply deploying AI tools, but building knowledge systems that AI can understand, access, and continuously improve.

YXT continues to advance its Intelligent Productivity strategy by building enterprise intelligent knowledge systems and embedding AI capabilities into roles and business processes. Through this approach, enterprises can transform organizational experience, business knowledge, and best practices into continuously evolving intelligent assets.

The banking project demonstrates the emerging role of AI in organizational capability development. AI is not only improving employee development efficiency, but also helping enterprises establish a more intelligent operating model that continuously captures experience, scales capabilities, and supports business growth.

From knowledge asset development and role-based capability enhancement to intelligent workflow optimization, AI is becoming a critical foundation for organizational evolution, enabling enterprises to move from experience-driven operations toward intelligence-driven growth.

About YXT.com

YXT.com (NASDAQ: YXT) is a technology company focusing on enterprise productivity solutions. With a mission to "Empower people and organization development through technology," the Company strives to become the supreme provider in building and boosting enterprise productivity by combining over a decade of experience in tech-enabled talent learning and development and with AI-augmented task copilots and unleashing the power of knowledge and synergy. Since its inception, YXT.com has supported and received recognition from numerous Global and China Fortune 500 companies.